

DMV Core System Modernization Phase II

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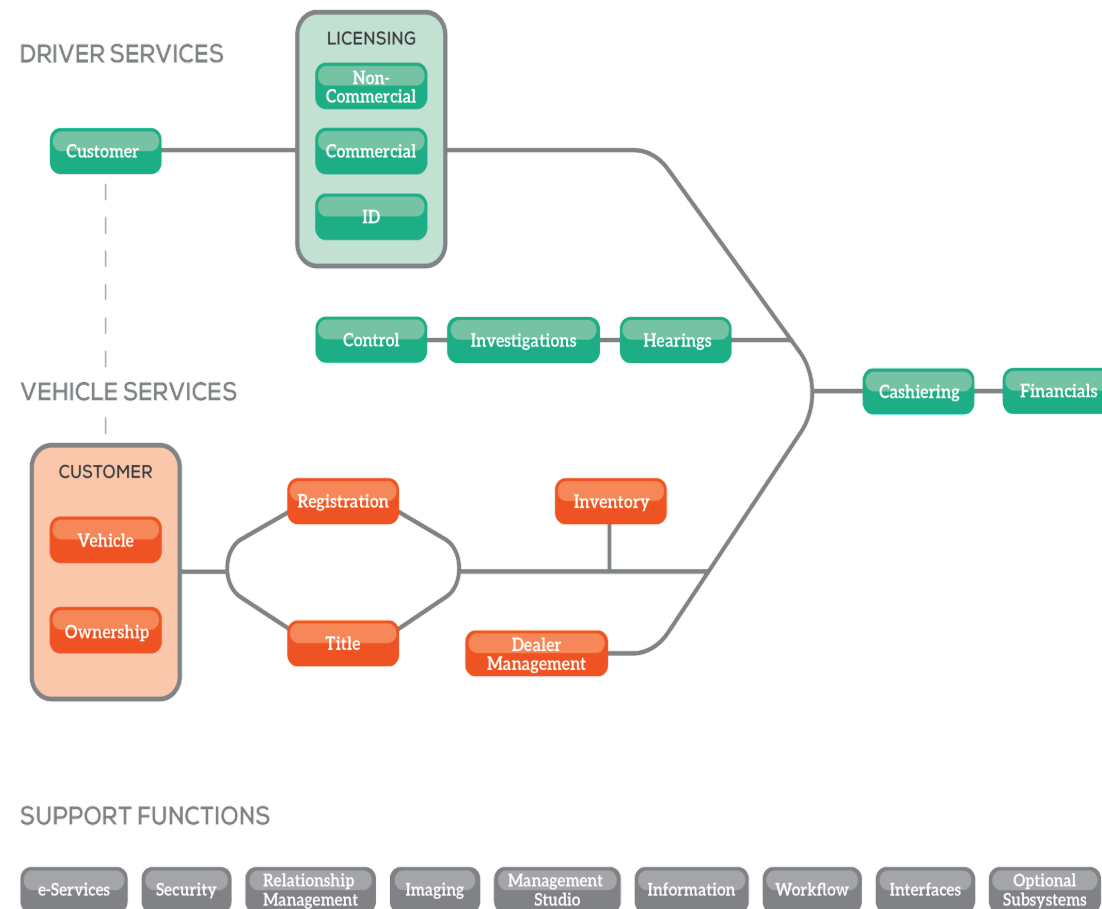
DMV core system modernization Phase I – Vehicle Services continues the work started with the 2020 implementation of the Commercial Vehicle Operations (CVO) application for IFTA, IRP and Motor Fuel Tax processing. Folded into Phase I is the replacement of the Point-of-Sale system.

This implementation would kick off soon after contract execution and would take approximately 18 months to complete.

Features & Functions

- Vehicle titling
- Registration (incl. fleet) and renewals
- Dealer licensing and regulation
- Inventory management of plates, decals
- Full revenue accounting for all financial transactions,
- Automated refund and collection activities where applicable
- Integrates with Driver Services giving a 360° view of the customer

Costs: \$24,500,000 appropriation includes implementation as well as operational cost while Phase II is being implemented.



Driver Services

- Implementation ensures the DMV Mainframe and all other archaic legacy systems can be sunset.
- Plugs into American Association of Motor Vehicle Administrators (AAMVA) electronic clearinghouse
 - assures applicant can only possess an official ID in one state
 - reporting and sharing of driver restrictions, convictions and other information improving safety

Features & Functions

- Management of the official driving record.
- Fraud detection and protection of personal information
- Management of suspensions, reinstatements, renewals
- Scheduling and management of Hearings
- Online Self Service portal
- integrates with Vehicle Services giving a 360° view of the customer

Failure to proceed with Phase II:

- Adds another system DMV needs to function as opposed to consolidating all core functionally into one.
 - Increasing inefficiencies and transaction time which creates additional burden on operations.
 - Additional connection points and bridges between existing systems would need to be developed.
- Requires the mainframe system to still be operational and maintained
- Puts VT at risk regarding required State to State (S2S) information sharing agreements.
- AAMVA clearinghouse system being upgraded - current connection methods no longer supported.
 - Jeopardizing already implemented connection that verifies vehicle titles (NMVTIS)

Phase II Costs:

- One-time Transportation Fund Appropriation in Governors FY23 Budget
 - Implementation Cost: \$20,250,000
 - Implementation will take approximately 18 months to complete.
 - Estimated yearly operating costs after go-live: \$6,600,000 (*includes phase 1*)



Resources & Readiness

Department of Motor Vehicles

- Allocated full-time resources
- Identified and acquired resource backups for all full-time project resources (via limited-service positions),
- Adjusted job descriptions and responsibilities for key DMV staff (e.g., Mail Processing, Data Entry, Quality Control and Retrievals) to increase staff understanding of DMV business processes, and give management more flexibility around staff assignments,
- Implemented change management efforts to help ensure the successful adoption and usage of new systems, allowing employees to understand and commit to the change while working more effectively during the transition from the current state to the desired future state.
- Additional efforts, including planning, communication, and support, came from lessons learned interviews the DMV conducted with the Department of Tax following its implementation of FAST's GenTax system.
- Increased online services where possible to reduce the workload of DMV staff
- Artifacts (procedures, forms, letters, etc.) are being gathered and added to a central repository

Agency of Digital Services

- Project Management and Oversight
- IT Management and Oversight
 - Leverage experience and knowledge gained during the Tax implementation of GenTax
- State IT resources assigned
 - work closely with vendor personnel - lessens future vendor resource needs
 - additional IT resources will shift here as legacy systems they maintain are eliminated

Vendor

- ~25-40 employees depending on stage of implementation
- Relocate to VT for the project
- Live, work, send their kids to school and pay taxes here
- Onsite and co-located with DMV and ADS resources at Barre City Place